Loiy Abdul-Fattah

Sanford, NC | (980) 315-8785 | LoayFattah1@hotmail.com | Indeed

Education:
University Of North Carolina At Charlotte (UNCC). May 2027
Bachelor of Science in Computer Science | Concertation: Cyber Security

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Technical Skills:
Languages: Python, Java.

Work Experience:

Delivery Driver, Sanford, NC
GBR Domino's January 2024 – Present

- Delivered customer orders promptly and efficiently while ensuring food quality and adhering to safety protocols.
- Maintained excellent customer service by addressing inquiries, resolving issues, and providing a friendly experience.
- Operated point-of-sale systems to handle payments and order tracking with precision.
- Supported team operations during peak hours, including preparation tasks, packaging orders, and assisting in-store as needed.

Front-end Associate, Charlotte, NC
Target Corporation August 2021 - December 2023

- Collaborated seamlessly with cross-functional teams, from merchandise stocking to customer support, ensuring holistic store operations and cohesiveness.
- Delivered exceptional guest experiences by proactively addressing inquiries and concerns, ensuring consistent satisfaction and fostering brand loyalty.
- Identified potential areas of process enhancement in front-end operations, contributing to increased speed, accuracy, and guest satisfaction.
- Utilized state-of-the-art point-of-sale systems and digital tools to facilitate seamless guest transactions, returns, and inquiries.

Digital Order Coordinator, Concord, NC**.** May 2021 – August 2021
Lifestyle By Ramco

- Streamlined online orders, ensuring timely and accurate transitions to the production line for prompt fulfillment.
- Systematized order documentation, enhancing operational efficiency and supporting the printing team's productivity.

Lead Press Machine Operator, Concord, NC**.** May 2021 – August 2021
Lifestyle By Ramco

- Managed the company's largest press machine, maintaining quality assurance for all products pre-shipment.
- Proactively monitored and replenished machine materials, optimizing printing operations and minimizing potential downtime.